

CLAIMS

What is claimed is:

- 5 1. A method for identifying a particular caller, said method comprising:

responsive to detecting a call extended to a destination device, extending a request from said destination device to an origin device requesting a voice utterance of the caller utilizing said origin device;

identifying, at said destination device, a caller identity associated with said voice utterance, such that a callee receiving said call at said destination device is informed of said caller identity before speaking with said caller.

2. The method for identifying a particular caller according to claim 1, further comprising:

prompting said caller to provide said voice utterance.

3. The method for identifying a particular caller according to claim 1, further comprising:

prompting said caller to enter an additional input to verify said caller identity.

4. The method for identifying a particular caller according to claim 1, wherein identifying a caller identity further comprises:

extracting speech characteristics from said voice utterance;

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comparing said speech characteristics with a plurality of voice samples stored for identifying a plurality of callers.

10 5. The method for identifying a particular caller according to claim 1, further comprising:

transmitting said voice utterance to a third party device via a network; and

15 receiving said caller identity from said third party device.

20 6. The method for identifying a particular caller according to claim 1, further comprising:

25 sending said caller identity back to an intermediary device processing said call, wherein said intermediary device is enabled to forward said caller identity to a origin device utilized by said caller; and

receiving a verification of said caller identity from said origin device.

7. The method for identifying a particular caller according to claim 1, wherein said destination device is a call center.

5 8. The method for identifying a particular caller according to claim 1, wherein said destination device is a private exchange network.

9. The method for identifying a particular caller according to claim 1, wherein said destination device is a telephony device.

10 10. The method for identifying a particular caller according to claim 1, wherein said destination device is a client side server system.

15 11. The method for identifying a particular caller according to claim 1, wherein said caller identity comprises at least one from among a caller name, a caller location, a subject of said call, and a device identification.

12. A system for identifying a particular caller, said system comprising:

a destination telephony device;

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means responsive to detecting a call extended to said destination telephony device, for extending a request from said destination telephony device to an origin device requesting a voice utterance of the caller utilizing said origin device;

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means for identifying, at said destination telephony device, a caller identity associated with said voice utterance.

13. The system for identifying a particular caller according to claim 12, further comprising:

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means for prompting said caller to provide said voice utterance.

20 14. The system for identifying a particular caller according to claim 12, further comprising:

means for prompting said caller to enter an additional input to verify said caller identity.

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15. The system for identifying a particular caller according to claim 12, wherein said means for identifying a caller identity further comprises:

5 means for extracting speech characteristics from said voice utterance; and

means for comparing said speech characteristics with a plurality of voice samples stored for identifying a plurality of callers.

16. The system for identifying a particular caller according to claim 12, further comprising:

15 means for transmitting said voice utterance to a third party device via a network; and

means for receiving said caller identity from said third party device.

17. The system for identifying a particular caller according to claim 12, further comprising:

means for sending said caller identity back to an
5 intermediary device processing said call, wherein said intermediary device is enabled to forward said caller identity to a origin device utilized by said caller; and

means for receiving a verification of said caller identity
10 from said origin device.

18. The system for identifying a particular caller according to claim 12, wherein said destination telephony device is a call center.

15 19. The system for identifying a particular caller according to claim 12, wherein said destination telephony device is a private exchange network.

20 20. The system for identifying a particular caller according to claim 12, wherein said destination telephony device is an individual telephone device.

21. The system for identifying a particular caller according to
25 claim 12, wherein said destination telephony device is a client side server system.

22. The system for identifying a particular caller according to claim 12, wherein said caller identity comprises at least one from among a caller name, a caller location, a subject of said call, and a device identification.

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23. A computer program product for identifying a particular caller, said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for extending a request from a destination telephony device to an origin device requesting a voice utterance of the caller utilizing said origin device responsive to detecting a call extended to said destination telephony device;

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means, recorded on said recording medium, for identifying, at said destination telephony device, a caller identity associated with said voice utterance.

20 24. The computer program product for identifying a particular caller according to claim 23, further comprising:

means, recorded on said recording medium, for prompting said caller to provide said voice utterance.

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25. The computer program product for identifying a particular caller according to claim 23, further comprising:

means, recorded on said recording medium, for prompting said
5 caller to enter an additional input to verify said caller identity.

26. The computer program product for identifying a particular caller according to claim 23, further comprising:

means, recorded on said recording medium, for extracting
speech characteristics from said voice utterance; and

means, recorded on said recording medium, for comparing said
15 speech characteristics with a plurality of voice samples stored for identifying a plurality of callers.

27. The computer program product for identifying a particular caller according to claim 23, further comprising:

means, recorded on said recording medium, for transmitting
20 said voice utterance to a third party device via a network; and

means, recorded on said recording medium, for receiving said
25 caller identity from said third party device.

28. The computer program product for identifying a particular caller according to claim 23, further comprising:

5 means, recorded on said recording medium, for sending said caller identity back to an intermediary device processing said call, wherein said intermediary device is enabled to forward said caller identity to a origin device utilized by said caller; and

10 means, recorded on said recording medium, for receiving a verification of said caller identity from said origin device.

29. A method for identifying a caller, comprising:

15 detecting a voice utterance of a caller at a destination device receiving a call;

20 authenticating an identity of said caller from said voice utterance at said destination device; and

enabling output of said authenticated identity from said destination device, such that a callee accessing said destination device is informed of an identity of said caller.

30. The method for identifying a caller according to claim 29, further comprising:

comparing said voice utterance with at least one voice
5 imprint stored at said destination device; and

10 responsive to matching said voice utterance with said at least one voice imprint, authenticating said identity of said caller according to a caller identification stored in association with said voice imprint.

31. The method for identifying a caller according to claim 29, further comprising:

15 accessing at least one voice imprint from a third party server; and

20 responsive to matching said voice utterance with said at least one voice imprint, authenticating said identity of said caller according to a caller identification stored in association with said voice imprint.

32. The method for identifying a caller according to claim 29, wherein said output comprises displayable output to a graphical
25 user interface.

33. The method for identifying a caller according to claim 29, wherein said output comprises audio output via a speaker.

34. A system for identifying a caller, comprising:

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a destination device for receiving a call;

means for detecting a voice utterance of a caller at said destination device;

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means for authenticating an identity of said caller from said voice utterance at said destination device; and

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means for enabling output of said authenticated identity from said destination device to identify said caller.

35. The system for identifying a caller according to claim 34, further comprising:

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means for comparing said voice utterance with at least one voice imprint stored at said destination device; and

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means responsive to matching said voice utterance with said at least one voice imprint, for authenticating said identity of said caller according to a caller identification stored in association with said voice imprint.

36. The system for identifying a caller according to claim 34, further comprising:

means for accessing at least one voice imprint from a third
5 party server; and

10 means responsive to matching said voice utterance with said
at least one voice imprint, for authenticating said identity of
said caller according to a caller identification stored in
association with said voice imprint.

15 37. The system for identifying a caller according to claim 34,
wherein said output comprises displayable output to a graphical
user interface.

38. The system for identifying a caller according to claim 34,
wherein said output comprises audio output via a speaker.

39. A computer program product for identifying a caller, comprising:

a recording medium;

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means, recorded on said recording medium, for detecting a voice utterance of a caller at a destination device;

means, recorded on said recording medium, for authenticating an identity of said caller from said voice utterance at said destination device; and

means, recorded on said recording medium, for enabling output of said authenticated identity from said destination device to identify said caller.

40. The computer program product for identifying a caller according to claim 39, further comprising:

means, recorded on said recording medium, for comparing said voice utterance with at least one voice imprint stored at said destination device; and

means, recorded on said recording medium, for authenticating said identity of said caller according to a caller identification stored in association with a voice imprint responsive to matching said voice utterance with said at least one voice imprint.